

44. A system for facilitating dispute resolution between a complainer, a complaine  
and a third party, comprising:

an interface for sending a complaint from the complainer to the complaine  
receiving a response from the complaine indicating that the complaint should be presented to  
the third party, and

a processor for deciding to send the complaint to the third party.

45. A system for facilitating dispute resolution between a complainer and a  
complaine, comprising:

a processor for automatically preparing a summary of an emotional state of the  
complainer, and for incorporating the summary in a complaint. --

#### REMARKS

The specification has been amended to correct an inadvertent error noticed during preparation of this Preliminary Amendment. The phrase at page 6, line 8, has been amended to recite "automatically summarizing the complaint to filter emotional venting" to be consistent with the specification at page 4, lines 8-9 ("One of the key functions of a third party in dispute resolution is to filter the emotional reactions of the disputants."), page 6, line 18 ("AADR system 60 processing the reply to ameliorate emotional ranting"), and page 9, lines 8-9 ("AADR system 60 also prepares a complaint summary, in first person active language and without emotionally charged adjectives"). No new matter has been added.

Claims 1, 6 and 9 have been amended, and new claims 13-45 have been added, to ensure that I claim all that I am entitled to.

Early and favorable consideration of this application is earnestly solicited.

Respectfully submitted,

Date: June 28, 2000

  
Brenda Pomerance

Address:

260 West 52 St. Apt. 27B  
New York, NY 10019  
voice/fax 212 245-3940  
bpomerance@flashcom.net